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Bcc: [ - ] .  
Subject: Request for Assistance on DIR submitted to NHTSA

Mitch:

We need your help.

George Person, the NHTSA Recall Chief, has given his "okay" to our DRAFT Owner Letter for the Lexus ES 350 and Toyota Camry All Weather Floor Mat recall. However, he questioned TMA on the "refund" statement in the owner letter stating its not in the DIR. He wants it added in there.

Can you assist us and modify the document slightly to read:

7. Description of Corrective Repair Action:

All owners of 2007 and early 2008 model year Lexus ES 350 and Toyota Camry vehicles will be notified, by first class mail, of the safety campaign and the timing when the replacement AWFM will become available. Once the replacement AWFM is available, a second owner notification will be sent to notify owners to return their AWFM for the driver's seating position to any Lexus/ Toyota dealer for an exchange of the AWFM. In the interim, if an affected owner is not comfortable utilizing their Lexus ES 350 or Toyota Camry AWFM, they may return the mats for all four seating positions and request reimbursement from their local Lexus or Toyota dealership.

Toyota has also stopped the sale of the Toyota/Lexus All Weather Floor Mat designed specifically for 2007 and early 2008 model year Camry and ES 350 vehicles.

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